Moving towards a vision of person-centred culture (PCC) across the hospice: Do all eyes see the same truth?

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Background & Aims
Over a 2 year period from 2015-2017, Queen Margaret University (QMU) facilitated a programme of practice development with a key group of multi-professional clinical and non-clinical staff.

The overall aim was to move towards a shared vision of person-centred culture: a process that focused strongly on people's individual beliefs and values, processes and the care environment. The Person-centred Practice Framework (2016)\(^1\), continues to guide this on-going programme of work.

Methods
Transformational methods demonstrating the principles of practice development\(^2\) were used to create and define the shared person-centred vision and to explore and evaluate person-centred culture. The overall approach used the CIP principles; to be collaborative, inclusive and participative therefore the key group acted as facilitators for the wider hospice team. Evaluation methods included staff and patient stories and observations of care and environment. Facilitated events also took place to explore workplace culture, relationships and practices within and across teams.

Results so far
Measuring culture change is challenging however observations and feedback do show demonstrable change within the 2 years. These include; less silo working; better understanding of each other's roles and values; heightened self-awareness with changed behaviours observed in practice; improvements in the physical environment and patients being involved more in decision making.

References:
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Values
- Being compassionate
- Challenge and support
- Openness
- Knowing self

“Thank you for helping my mum and dad organise my surprise 10th birthday party. I loved all the pictures on the walls and all the food, especially the drinks and the Birtie Bots' Every Flavour Beans! I had a fabulous time.”

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Care and support through terminal illness